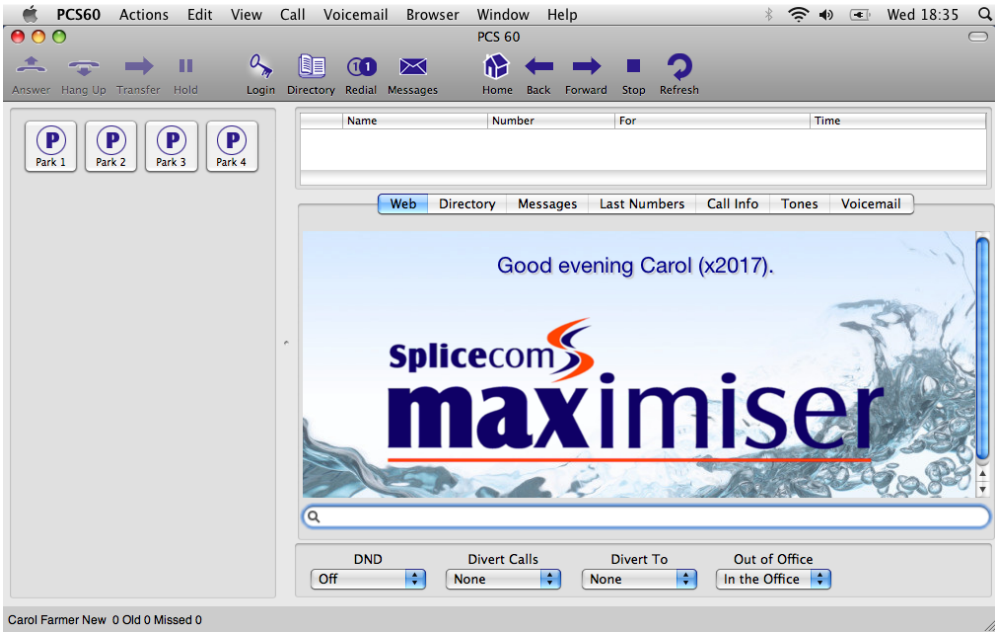
PCS 60

User Manual

What's New
in document ref: V3.2/0409/4


PCS60 Actions Edit View Call Voicemail Browser Window Help
Wed 18:35
PCS 60
Answer Hang Up Transfer Hold Login Directory Redial Messages Home Back Forward Stop Refresh
Park 1 Park 2 Park 3 Park 4
Name Number For Time
Web Directory Messages Last Numbers Call Info Tones Voicemail
Good evening Carol (x2017).
Splicecom maximiser
DND Divert Calls Divert To Out of Office
Off None None In the Office
Carol Farmer New 0 Old 0 Missed 0

PCS 60 User Manual
What's New in document ref: V3.2/0409/4
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Contents

This document details the new sections that appear in the PCS 60 User Manual reference V3.2/0409/4. Each section has been listed in the same order that they appear in the manual.

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Quick Settings

Please note: if your Quick Settings pane is not displayed you have been given restricted access to your configuration options. Please refer to your System Administrator for further information.

Transferring a Call

To transfer a call (announced or unannounced),
select the Transfer icon ➡
or
press **Enter**.

Parking a Call

If your Speed Dial Park Label option is turned on, the Enter Park Label dialogue box will appear when you click on a Park icon. Please refer to the Preferences section for further details.

Personal Numbers

Spare 1 and Spare 2 fields are now available in the Windows version.

CLI Matching via Speed Dials

Please note: if a telephone number entered in a Speed Dial is also stored in the Contacts or Users directory, when a call is made to or received from this number, the text entered in the Description field of the Speed Dial will be displayed in Call Status in preference to the name used in the corresponding Contact or User directory entry.

Grouping Speed Dials

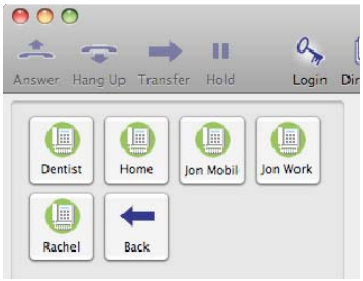
If you have multiple speed dials you may wish to organise them into Favourite Groups to make them easier to find. For example, you may wish to separate your personal speed dials from your business speed dials, or organise your speed dials by project or department, eg Exhibition, Directors, and so on. Firstly you will need to create a Favourite Group and then assign a speed dial to that group.

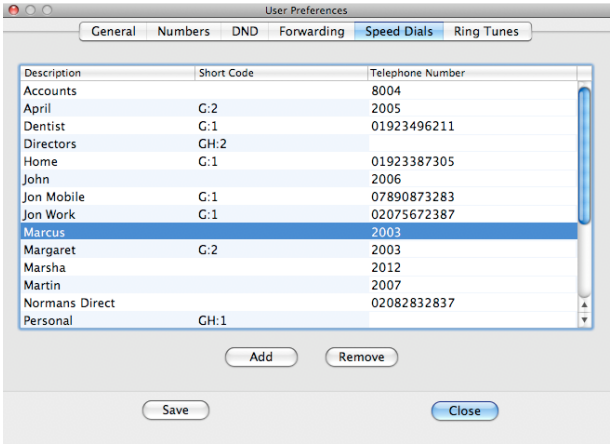
Creating a Favourite Group

1. Create a new speed dial.
2. In the Description field enter the name you wish to give the group, eg Personal
3. In the Short Code field enter GH:*group number*, eg GH:1
4. Remove any text from the Telephone field so that this field is blank
5. The Favourite Group will appear in your Favourites pane indicated by a blue arrow

Assigning a Speed Dial to a Favourite Group

1. Create a new speed dial or open an existing speed dial
2. In the Short Code field enter G:*group number*, eg G:1
3. This speed dial will now be available by selecting the Favourite Group
4. Use the Back button to return to main Favourites list





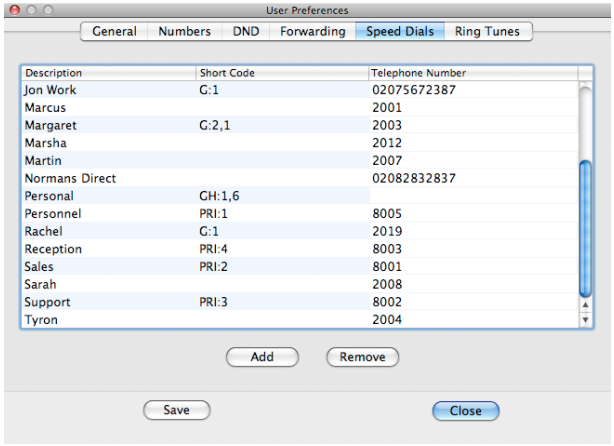
Prioritising Speed Dials

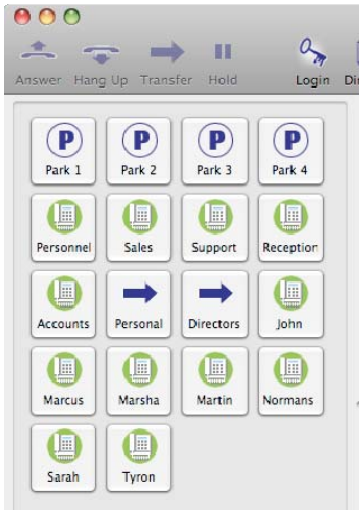
All Speed Dials and Favourite Groups will be displayed in alphabetical order. However if you wish to display your speed dials in a different sequence a display order number can be assigned using the following methods.

If you wish to specify where a Speed Dial will be displayed in your Favourites pane, in the Short Code field enter PRI:*order number*, eg PRI:1.

If you wish to specify where a Favourite Group will be displayed in your Favourites pane, in the Short Code field add a comma and then the order number required, eg GH:1,6

If you wish to specify where a Speed Dial assigned to a Favourite Group will be displayed within that group, in the Short Code field add a comma and then the order number required, eg G:2,1.



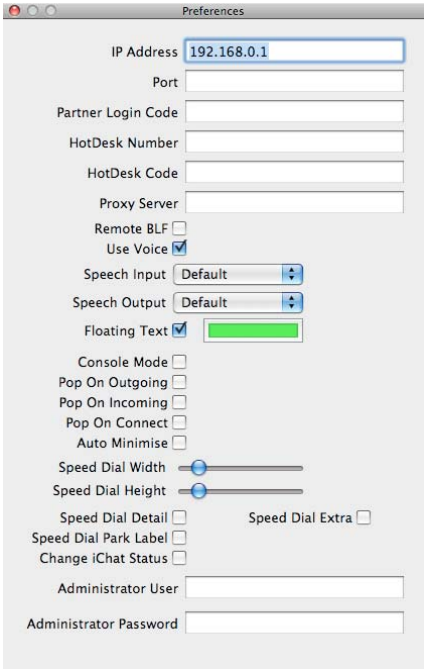


Park Icons

Park icons can be created for any Park Slot number required, eg Park Slot 8, 50, 99 and so on. *(To create a park icon please refer to the Speed Dial section in the manual for further details.)*

Please note: that if you delete all the Park icons that you created via the User Configuration/Preferences form the default Park icons to Park Slots 1-4 will return to the Favourites pane.

Preferences



Speed Dial Park Label: Enables or disables the ability to change the label of a Park icon when parking a call. By default the caller's details will be displayed in the Park icon however with this option enabled when you click on the Park Slot required, the Enter Park Label dialogue box will appear and text can be entered eg "John Birt for Mark". The call will be parked by selecting the Park button. If you do not wish to change the Park icon label ensure there is no text entered in the Enter Park Label dialogue box and select the Park button.

Change iChat Status: (Apple Mac version only.) If enabled this option will change your iChat status to OnThePhone when you are on a call.

Now available in Windows:

Pop on Outgoing: This feature is used in conjunction with the Auto Minimise or Minimize to System Tray feature and when the PCS 60 is used in partner mode. If enabled the application will pop up when an outgoing call is made by the handset.

Pop on Incoming: This feature is used in conjunction with the Auto Minimise or Minimize to System Tray feature and when the PCS 60 is used in partner mode. If enabled the application will pop up when an incoming call is answered by the handset.

Keyboard Short Cuts

Your PCS 60 when idle

MS Windows	Apple Mac	
F1	Cmd+1	Display the Directory page
F2	Cmd+2	Display the Message page
F3	Cmd+3	Display the Last Numbers page
F4	Cmd+4	Display the Call Info page
F5		Enter an Account Code
F8 or Ctrl+N	Cmd+N	Create a new Contact
F10 or Ctrl+O	Cmd+0	Enter an Account Code
Ctrl+I or Ctrl+H	Cmd+I	View the version number of the PCS 60 application
Ctrl+L	Cmd+L	Open the Login form
Ctrl+M	Cmd+M	Minimise your PCS 60 application
Ctrl+Q	Cmd+Q	Close the PCS 60 application
Ctrl+, (comma)	Cmd+, (comma)	Open the Preferences form
Ctrl+Alt+, (comma)	Alt+Cmd+, (comma)	Open the User Configuration/Preferences form

Browsing Web Pages

MS Windows	Apple Mac	
Ctrl+C	Cmd+C	Copy to the clipboard
Backspace	Backspace	Back one page

Making a Call

MS Windows	Apple Mac	
Enter	Enter	Dial the number entered in the Dial Box
Esc	Esc	End the call
Ctrl+B	Cmd+B	Set ring back when free

Receiving a Call

MS Windows	Apple Mac	
Enter	Enter	Answer the call
Esc	Esc	Reject the call
Ctrl+Shift+V	Shift+Cmd+V	Divert an incoming call to voicemail

Answered call

MS Windows	Apple Mac	
Esc	Esc	End the call
F8 or Ctrl+N	Cmd+N	Create a new Contact entering the caller's number in the Telephone field
F10 or Ctrl+O	Cmd+0	Enter an Account Code
Ctrl+R	Cmd+R	Toggle record the call on/off
Ctrl+T	Cmd+T	Go to the Tones page

Ctrl+W	Cmd+W	Wrap up call
Ctrl+Shift+H	Shift+Cmd+H	Put the call on hold
Ctrl+Shift+N	Shift+Cmd+N	Add a note

Multiple Calls

MS Windows	Apple Mac	
Ctrl+S	Cmd+S	Switch/toggle between the two connected calls
Ctrl+Shift+C	Shift+Cmd+C	Create a Conference with the two connected calls
Ctrl+Shift+T or Enter	Shift+Cmd+T or Enter	Transfer a call

Directory

MS Windows	Apple Mac	
Ctrl+D	Cmd+D	Open the Choose Number or Select Number form
Ctrl+I	Cmd+I	View the selected User's or Contact's details
Ctrl+C	Cmd+C	Copy text to the clipboard
Ctrl+V	Cmd+V	Paste text from the clipboard
Ctrl+X	Cmd+X	Cut text to the clipboard
Ctrl+Z	Cmd+Z	Undo
Ctrl+Shift+Z	Shift+Cmd+Z	Redo
Esc	Esc	Return to the Web page

Choose Number/Select Number

MS Windows	Apple Mac	
T	T	Dial the Telephone number
M	M	Dial the Mobile number
H	H	Dial the Home number
1	1	Dial the Spare1 number
2	2	Dial the Spare2 number

Voicemail

MS Windows	Apple Mac	
Ctrl+G	Cmd+G	Record a daily greeting
Ctrl+Shift+F	Shift+Cmd+F	Forward the message
Ctrl+Shift+R	Shift+Cmd+R	Record a memo
Ctrl+Shift+S	Cmd+S	Save the message

Messages page

MS Windows	Apple Mac	
Ctrl+D	Cmd+D	Open the selected User's or Contact's Choose Number or Select Number form
Ctrl+I	Cmd+I	View the selected User's or Contact's details
Ctrl+N	Cmd+N	Create a new Contact entering the called number in the Telephone field or view the User or Contact details for a

		number recognised by the system
Ctrl+Shift+B	Shift+Cmd+B	Blacklist caller
Del	Delete/Backspace	Delete the selected call or message
Esc	Esc	Return to the Web page

Last Numbers page

MS Windows	Apple Mac	
Ctrl+D	Cmd+D	Open the selected User's or Contact's Choose Number or Select Number form
Ctrl+I	Cmd+I	View the selected User's or Contact's details
Ctrl+N	Cmd+N	Create a new Contact entering the called number in the Telephone field or view the User or Contact details for a number recognised by the system
Esc	Esc	Return to the Web page